

Customer Service Initiative Number 1: Orders and Travel

ADMINISTRATIVE MESSAGE

ROUTINE

R 131300Z AUG 02 ZYB

FM COMNAVRESFORCOM NEW ORLEANS LA//N00//

TO NAVRESFORCOM

INFO COMNAVRESFOR NEW ORLEANS LA
COMNAVRESFOR NEW ORLEANS LA

UNCLAS PERSONAL FOR ALL COMMANDERS, CO'S AND CMC'S

MSGID/GENADMIN/COMNAVRESFORCOM//

SUBJ/CUSTOMER SERVICE INITIATIVE NUMBER 1: ORDERS AND TRAVEL//

POC/MCCORMACK/CAPT/NOWS/LOC:CNRFC/TEL:COMM:(504)678-1744//

RMKS/1. ON 15 AUGUST, WE WILL REVOLUTIONIZE THE WAY WE DO ORDERS AND TRAVEL IN THE NAVAL RESERVE FORCE. ON THAT DATE THE NEW ORDER WRITING SYSTEM (NOWS) WILL DEPLOY FOR ALL FISCAL YEAR 03 AT, ADT AND IDTT ORDERS. NOWS REPRESENTS A SIGNIFICANT CHANGE IN RESERVE MANAGEMENT AND CUSTOMER SERVICE, AND IT REQUIRES YOUR ENTHUSIASTIC SUPPORT AND LEADERSHIP AS WE TRANSITION TO THIS NEW WAY OF DOING BUSINESS.

2. THE IMPLEMENTATION OF NOWS REPRESENTS THREE SIGNIFICANT CHANGES, ALL FOCUSED ON IMPROVING CUSTOMER SUPPORT TO OUR DRILLING RESERVISTS. FIRST, THE DECENTRALIZATION OF RPN FUNDS (AT, ADT, IDTT) TO THE LOCAL NRA LEVEL - YOU NOW MANAGE YOUR OWN FUNDING, NOT THE NEW ORLEANS STAFF. THIS PROCESS CHANGE WILL SIGNIFICANTLY REDUCE THE APPROVAL TIME, AND INCREASE OPERATIONAL FLEXIBILITY AT THE UNIT LEVEL.

3. SECONDLY, WE HAVE COORDINATED AN AGREEMENT WITH THE COMMERCIAL TRAVEL OFFICE (SATO) TO PRODUCE TRAVEL ITINERARIES WITHIN 24 HOURS OF RECEIPT, SEVEN DAYS A WEEK, 95% OF THE TIME! THIS WILL BE THE STANDARD YEAR ROUND, EXCEPT FEDERAL HOLIDAY WEEKENDS, AND REPRESENTS A SIGNIFICANT IMPROVEMENT OVER WHAT WE HAVE EXPERIENCED TO DATE. OUR DRILLING RESERVISTS SHOULD EXPECT RAPID ORDER APPROVAL AND HAVE A HARD COPY OF THEIR ITINERARY FOR USE WITH THEIR EMPLOYER OR TO USE IN THEIR PLANNING. THE NEW STANDARDS WILL BE; TURN AROUND WITHIN A WEEK, NOT A MATTER OF MONTHS.

4. FINALLY, WE ARE PROVIDING ALL DRILLING RESERVISTS VISIBILITY AND ACCESS TO NOWS VIA THE WORLDWIDE WEB. RESERVISTS CAN ENTER APPLICATIONS, TRACK THEIR PROGRESS, PRINT DRAFT AND OFFICIAL ORDERS, AND VIEW THEIR COMMERCIAL TRAVEL ITINERARIES THROUGH ANY WEB BROWSER, ANYWHERE, ANYTIME.

5. IN ORDER TO SMOOTH THE TRANSITION, STARTING 15 AUGUST, THERE WILL BE 4-5 NOWS SPECIALISTS AT THE SPAWAR INFORMATION TECH CENTER (S-ITC) HELP DESK (1-800-537-4617) TO ASSIST THE NORMAL CUSTOMER SERVICE DESK WITH NOWS CALLS. OUR GOAL IS TO RESOLVE 95% OF TROUBLE CALLS DURING THAT FIRST CONVERSATION. CAPT MCCORMACK AND HIS TECHNICAL EXPERTS WILL ALSO BE ON STATION TO MONITOR THE BREADTH OF CALLS, HELP RESOLVE ISSUES, AND REPORT TO ME ON THE STATUS OF TRANSITION. WE WILL STAFF THIS CUSTOMER SUPPORT DESK TO A LEVEL THAT ENSURES SUCCESSFUL TROUBLE RESOLUTION, 24 HOURS A DAY, 7 DAYS A WEEK, INCLUDING YOUR DRILL WEEKENDS. ADDITIONAL INFORMATION IS AVAILABLE ON THE NOWS WEB PAGE, WWW.NAVRES.NAVY.MIL/NAVRESFOR/NOW.

6. THE DEPLOYMENT OF THE NEW ORDER WRITING SYSTEM FOR FY-03 REPRESENTS AN OPPORTUNITY TO CORRECT LONGSTANDING DEFICIENCIES IN OUR ORDERS AND TRAVEL PROGRAMS, AND IS THE FIRST PHASE OF BUILDING A COMPLETELY DECENTRALIZED PROGRAM FOR TRAVEL AND ORDERS. NOWS IS A QUANTUM IMPROVEMENT, WE WILL IMPROVE ON IT IN FUTURE RELEASES. TRAVEL AND ORDERS ARE TWO OF OUR TOP THREE CUSTOMER SERVICE INITIATIVES: TRAVEL, ORDERS AND PAY. I AM CONFIDENT THAT THE SOLID LEADERSHIP I?VE SEEN IN THE FIELD WILL ENSURE ITS SUCCESS. WE WILL CONTINUE THE ONGOING TRAINING REQUIREMENTS AND TROUBLE RESOLUTION YOU REQUIRE TO SUPPORT THIS PROGRAM AND I LOOK FORWARD TO THIS MAJOR MILESTONE IN IMPROVING CUSTOMER SERVICE FOR OUR FORCE.

RADM MCLAUGHLIN SENDS.//

BT
NNNN